

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions that perform a variety of customer service, licensing and registration activities at the Department of Natural Resources (DNR) Service Centers or in the DNR's Bureau of Customer and Outreach Services. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification includes positions located in the DNR Service Centers or the Bureau of Customer and Outreach Services. These positions are involved in the provision of a wide variety of customer service and processing functions at public service counters or via telephone and on-line communications, which include the processing of recreational vehicle registrations, sale of park stickers, issuance of fur farm, deer farm wildlife exhibit, shooting preserve, bait dealer, wholesale fish dealer, hunting and fishing licenses, and the provision of information related to DNR programs and services. Positions also provide technical assistance and/or information on the interpretation of statutes, rules, policies and procedures to DNR employees, business partners, governmental entities, and the general public.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions that meet the statutory definition(s) of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions which, for a majority of the time (more than 50%), are not engaged in the provision of customer service, licensing and registration activities at a DNR Service Center or the DNR Bureau of Customer and Outreach Services.
3. Positions which are not located at a DNR Service Center or the DNR Bureau of Customer and Outreach Services.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance into This Classification

Entrance into this classification series is by competition. Movement to the senior level is by reclassification, based on the achievement of the required training, education, or experience, and the satisfactory performance of the work.

II. DEFINITIONS

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE

This is the entry level for the Natural Resources Customer Service Representative classification which provides routine service processing for the DNR licensing and/or vehicle registration programs. Positions are responsible for a wide variety of tasks including: cash handling and daily financial reconciliation, providing services and processing for vehicle registration programs such as issuing renewal products, updating information, providing information, forms and assistance to the public regarding the program requirements and/or procedures, and providing assistance in the completion of forms. Other tasks involve selling the host of hunting and fishing licenses offered, issuing burn permits entering Harvest information into our systems, processing Agent Void reports and issuing the many Business licenses offered by the department. Work is performed under close progressing to limited supervision. Employees will complete training programs at this level for other DNR programs.

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE - SENIOR

Independently perform the full range of customer service, licensing and registration activities for the Department of Natural Resources. Positions allocated to this classification function (1) in a DNR Service Centers reviewing and issuing a wide variety of licenses and permits (i.e. disabled hunter, water regulation and zoning) and registrations; or (2) in the Bureau of Customer Service and- Outreach Services issuing game farm, fur farm, deer farm, wildlife exhibit, shooting preserve, bait dealer and wholesale fish dealer licenses and/or the registration and licensing of boats, snowmobiles and all-terrain vehicles in addition to issuing licenses and permits. The work involves providing instruction on handling the license for compliance with regulations, discussing license needs/options with the customer and ensuring needs are met, and interpreting and explaining the background of regulations, rules and administrative codes. The work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 21, 2000 and announced in Bulletin CLR/SC-112 as a result of a personnel management survey conducted by the DNR to describe positions which function as Customer Service Representative at the DNR. These positions were formerly classified in the Program Assistant classification series. The NR Customer Service Representative Entry/Objective classification was abolished in April, 2006 and announced in Bulletin OSER-0091-MRS-SC as it was no longer utilized. The classification was modified effective July 13, 2014, and announced in Bulletin MRS/SC-0370 as a result of a personnel management survey conducted by the DNR to describe positions which function as entry-level Customer Service Representatives at the DNR and retitled to the Natural Resources Customer Service Representative class series.

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